2

WHAT IS CLAIMED IS:

- 1 1. A system for automatically prioritizing communications, comprising:
- 2 a contact center configured to receive said communications;
- 3 a decision engine configured to determine a priority code for each of said
- 4 received communications; and
- 5 at least one queue configured to store said prioritized communications in
- 6 order of priority code.
- 1 2. The system of claim 1, wherein said decision engine includes a parser
 - configured to analyze content of said received communications.
- 1 3. The system of claim 1, wherein said communications include text
- 2 communications and said decision engine includes a parser configured to parse
- 3 text of said text communications.
- The system of claim 3, wherein said text communications contain
- 2 natural language that is parsed by said parser.
- 1 5. The system of claim 2, wherein said parser identifies concepts of said
- 2 received communications.
- 1 6. The system of claim 5, wherein said parser identifies relationships
- 2 between said concepts.

- 1 7. The system of claim 5, wherein said decision engine compares said
- 2 concepts with priority criteria to determine said priority codes.
- 1 8. The system of claim 2, wherein said parser analyzes said received
- 2 communications by identifying keywords in said received communications.
- 1 9. The system of claim 1, wherein said communications are received by said
- 2 contact center via a text-based communication channel.
- 1 10. The system of claim 1, wherein said communications are voice
- 2 communications and said decision engine includes a parser configured to
- 3 analyze content of said voice communications.
- 1 11. The system of claim 1, wherein an agent having a judgment of priority
- 2 selects prioritized communications from said queue according to said judgment
- 3 of priority.
- 1 12. The system of claim 11, further comprising a monitoring module
- 2 configured to monitor communications selected by said agent and to provide
- 3 said selected communications and priority codes of said selected
- 4 communications as feedback to said decision engine.

- 1 13. The system of claim 12, wherein said decision engine utilizes said
- 2 feedback to adjust priority criteria used to determine priority of said received
- 3 communications.
- 1 14. The system of claim 1, wherein said decision engine includes a parser
- 2 configured to parse said received communications and a priority module
- 3 configured to receive parsed communications from said parser and determine
- 4 said priority code for each of said parsed communications.
- 1 15. The system of claim 14, wherein said priority module is a learning
- system and receives feedback from a monitoring module that monitors
- 3 communications selected from said queue by at least one agent.
- 1 16. The system of claim 14, wherein said priority module is a rule-based
- 2 system that determines said priority code according to a set of predetermined
- 3 rules.
- 1-17. The system of claim 1, wherein said priority code is determined in
- 2 accordance with priority guidelines established by a user of said system.

- 1 18. A system for automatically prioritizing tasks, comprising:
- 2 a contact center configured to receive said tasks;
- 3 a decision engine configured to determine a priority code for each of said
- 4 tasks; and
- 5 at least one queue configured to store said tasks in order of priority code.
- 1 19. The system of claim 18, wherein said decision engine includes a parser
- 2 configured to analyze content of said tasks.
 - 20. The system of claim 18, wherein said decision engine includes a parser
 - configured to parse text of said tasks.
 - 21. The system of claim 20, wherein said tasks contain natural language
- 2 that is parsed by said parser.
 - 1 22. The system of claim 19, wherein said parser identifies concepts of said
 - 2 tasks.
 - 1 23. The system of claim 22, wherein said parser identifies relationships
 - 2 between said concepts.
 - 1 24. The system of claim 22, wherein said decision engine compares said
- 2 concepts with priority criteria to determine said priority codes.

- 1 25. The system of claim 19, wherein said parser analyzes said tasks by
- 2 identifying keywords in said tasks.
- 1 26. The system of claim 18, wherein said tasks are received by said contact
- 2 center via a text-based communication channel.
- 1 27. The system of claim 18, wherein said tasks are voice tasks and said
- 2 decision engine includes a parser configured to analyze content of said voice
- 3 tasks.
- 1-28. The system of claim 18, wherein an agent having a judgment of priority
- 2 selects tasks from said queue according to said judgment of priority.
- 1 29. The system of claim 28, further comprising a monitoring module
- 2 configured to monitor tasks selected by said agent and to provide said selected
- 3 tasks and priority codes of said selected tasks as feedback to said decision
- 4 engine.
- 1 30. The system of claim 29, wherein said decision engine utilizes said
- 2 feedback to adjust priority criteria used to determine priority of said tasks.

4 tasks.

- 1 31. The system of claim 18, wherein said decision engine includes a parser
 2 configured to parse said tasks and a priority module configured to receive
- 3 parsed tasks from said parser and determine said priority code for each of said
 - F.
- 1 32. The system of claim 31, wherein said priority module is a learning
- 2 system and receives feedback from a monitoring module that monitors tasks
- 3 selected from said queue by at least one agent.
- 1 33. The system of claim 31, wherein said priority module is a rule-based
- 2 system that determines said priority code according to a set of predetermined
 - 3 rules.
- 34. The system of claim 18, wherein said priority code is determined in
 accordance with priority guidelines established by a user of said system.
- 1 35. A method for automatically prioritizing communications, comprising:
- 2 receiving said communications;
- 3 determining a priority code for each of said received communications;
- 4 and
- 5 storing said prioritized communications in at least one queue according
- 6 to priority code.

- 1 36. The method of claim 35, wherein the step of determining a priority code
- 2 includes analyzing content of said received communications.
- 1 37. The method of claim 35, wherein the step of determining a priority code
- 2 includes parsing text of said received communications.
- 1 38. The method of claim 37, wherein said text of said received
- 2 communications contains natural language.
- 1 39. The method of claim 36, wherein analyzing content of said
- 2 communications includes identifying concepts of said received
- 3 communications.
- 1 40. The method of claim 39, wherein the step of determining said priority
- 2 code includes comparing said concepts with priority criteria.
 - The method of claim 36, wherein analyzing said received
 - 2 communications includes identifying keywords.
 - 1 42. The method of claim 35, wherein said communications are received via a
 - 2 text-based communication channel.

- 1 43. The method of claim 35, wherein said communications include voice
- 2 communications and the step of determining a priority code includes analyzing
- 3 content of said voice communications.
- 1 44. The method of claim 35, wherein an agent having a judgment of priority
- 2 selects communications from said queue according to said judgment of priority.
- 1 45. The method of claim 44, further comprising the step of monitoring
- 2 communications selected by said agent and utilizing said selected
 - communications and priority codes of said selected communications as
- 4 feedback.
- 1 46. The method of claim 45, wherein utilizing said selected communications
 - and said priority codes includes adjusting priority criteria used to determine
- 3 priorities of said communications.
 - 1 47. The method of claim 43, further comprising the step of converting said
- 2 voice communications into text communications prior to determining said
- 3 priority code.
- 1 48. The method of claim 43, wherein analyzing content of said voice
- 2 communications includes identifying emotional content.

1	49.	A system for automatically prioritizing communications, comprising:
2		means for receiving said communications;
3		means for determining a priority code for each of said received
4		communications; and
5		means for storing said prioritized communications in order of priority
6		code.
1	50.	A system for automatic task prioritization, comprising:
2		a decision engine configured to receive tasks and to determine a priority
3 4		of each task;
4		at least one task queue configured to store said prioritized tasks in order
M V 5		of priority; and
6		a monitoring module configured to monitor tasks selected from said task
7		queue by at least one agent and to forward said selected tasks and
8		a priority code associated with each selected task as feedback to
9		said decision engine such that said decision engine uses said
10		feedback to update priority criteria.